

JOB TITLE: Health and Student Accessibility Services Specialist
PAY GRADE: CL 19
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, provides technical and specialized duties in support of Student Accessibility Services (SAS) and Health Services; coordinates and provides SAS accommodations, test proctoring, and other services to students with accessibility needs in accordance with established federal, state and District policies and procedures; provides information and assistance to students, District staff, and the public regarding Student Accessibility Services (SAS) and the Health Center; provides administrative and clinical support to healthcare providers; coordinates daily activities of the campus health care clinic and SAS office, requiring general knowledge of medical terminology, policies, procedures, and practices related to federal, state, and District rules and regulations.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinates daily SAS office and Health Clinic activities; receives visitors and telephone inquiries from District staff, students, and the public; provides information and reference or program materials for Student Accessibility Services (SAS) and Health Center services, procedures, and payment policies, and District and community resources; maintains an inventory of health education collateral and reference materials for student and patient information; composes general, specialized, and confidential correspondence; assists with the assembly and preparation of periodic reports and materials; maintains inventory of supplies and materials.
2. Provides reasonable accommodations to students with accessibility needs in compliance with applicable federal, state and District regulations, including, but not limited to, note taking, interpreters, mobility transport, course supply assistance, exam proctoring, alternative textbooks, assistive technology training, and tutor referrals; ensures students' rights and confidential medical information or accommodations are in accordance with established federal, state, and District regulations, policies, and procedures; notifies faculty of arrangements to place students and aides in their classes, including interpreters, note takers, scribes, and readers; arranges for accommodations for student participation in curricular or co-curricular activities, including field trips, plays, graduation ceremonies, and Community Education offerings.
3. Coordinates and facilitates SAS testing procedures including arranging for interpreters, scribes, note takers, readers, and aides; facilitates the delivery of SAS testing accommodations; coordinates and proctors tests and exams and ensures confidentiality of testing materials.
4. Makes initial determination of provider to be seen; schedules patients for nurse practitioners, mental health counselors, or SAS counselors; prepares schedules and informs practitioners; collects required documentation, including current vaccination records and intake paperwork; facilitates immunizations and tuberculosis (TB) clearances for District staff and students.

5. Assists students enrolled in Allied Health and other programs with health requirements; provides information on programs and enrollment and application requirements.
6. Determines SAS program eligibility and prepares needs analysis, as needed; reviews, processes, and assists students with program applications; registers students for programs; uses case management strategies to monitor, track progress, and provide support to students ensuring they maintain program eligibility and reach educational goals.
7. Assembles, maintains, and reviews hard copy and electronic patient medical files, charts, and information in accordance with Health Insurance Portability and Accountability Act (HIPAA) and Family Educational Rights and Privacy Act (FERPA) privacy laws; verifies patient file contents to ensure receipt and accuracy of required forms; verifies student identification and consent agreements; follows established procedures for maintaining Electronic Medical Records (EMRs); releases and disposes patient records in compliance with local, state, and federal rules and regulations; ensures compliance with state and federal laws for chart maintenance and governance; releases medical information as requested and in keeping with medical-legal requirements.
8. Verifies international student compliance with medical requirements for college admission.
9. Serves as the first point-of-contact for students in crisis; neutralize critical incidents and guide student to appropriate resources and support services.
10. Assesses patient contacts for office visitors or callers regarding physical or mental health concerns; provides basic triage to urgent care and/or seeks assistance from health care, mental health providers, crisis-related resources or partners, or SAS counselors, as needed; contacts outside healthcare services and agencies, provides information, and resolves matters or routes calls, as appropriate.
11. Supports nurse practitioners, mental health counselors, and SAS counselors with emergency situations, including, but not limited to, assisting with patients, performing basic triage, and general observation in waiting or treatment rooms; assists students with various behavioral or mental health crises, including panic attacks and mental health crisis; calls for emergency services and campus crisis team, as needed.
12. Follows established procedures for storing, maintaining, retention, control, release, and disposal of records; ensures compliance with state and federal laws for maintenance and governance; releases medical information from charts as requested (e.g., subpoena) and in keeping with legal requirements Health Insurance Portability and Accountability Act (HIPAA) and Family Educational Rights and Privacy Act (FERPA).
13. Maintains confidential student records and documents SAS services provided for audit purposes; provides information for priority registration of eligible students; reaches out to SAS students needing to update to maintain priority registration and services.
14. Coordinates interpreter services, including, but not limited to, manual and oral interpreting for hearing-impaired students during instructional and campus activities; coordinates real-time captioning services for hearing-impaired.
15. Coordinates mobility assistance through means of organizing and providing department-motorized carts for students to navigate campus terrain.
16. Coordinates assistance for students with providing readers, note takers, and aides during instructional and campus activities.
17. Acts as an advocate and liaison for SAS students to ensure students receive appropriate accommodations as they navigate District services; assists counselors and District staff in advocating for SAS students from local agencies and campus community.
18. Receives and processes charges to student health accounts; prepares bills and records payments or fund transfers for services.
19. Reviews, updates, and reconciles counselor schedule; audits counselor hours for accuracy.
20. Participates in the development and implementation of appropriate methods and procedures to optimize efficient and effective delivery of SAS services to potential and enrolled students; assists with services to increase access, student retention, and success.
21. Coordinates with area high schools providing information and outreach to transitioning high school students for SAS; facilitates and provides presentations about Health Services and SAS services, programs, and resources.

22. Coordinates with Financial Aid Staff to process first year free notation on SAS student records; understands the provisions of the program as set by the district.
23. Serves as point of contact for students, prospective students, staff, and the general public regarding departmental services and resources; provides technical information and assistance regarding area of assignment; interprets and explains policies, procedures, requirements, and restrictions; assesses students' current knowledge, understanding and experience to determine next steps and recommend applicable resources; assists students and provides technical assistance in the use of programs and resources; refers students to counselors, other student services, and resources as needed.
24. Prepares, generates, and verifies data accuracy and completeness of standard, non-standard, periodic, or federal and state mandated reporting.
25. Coordinates communications and activities with other District Departments and personnel, educational, institutions, governmental, private agencies, and the public.
26. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of student or temporary employees.
27. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, procedures, practices, services, and activities of Sierra College and the Health Center and Student Accessibility Services (SA) departments.
- Special education needs, assistive devices, and services for the hearing impaired.
- Clinical and administrative procedures, practices, and techniques used for outpatient medical clinics.
- Medical administrative processes and procedures, including medical terminology, patient care diagnostic codes, hardy copy and electronic file maintenance and control, and insurance billing.
- Student patient intake, screening, and charting procedures.
- Medical triage and treatment protocols, including first aid and Cardiopulmonary Resuscitation (CPR).
- Infection control standards and practices.
- Methods and techniques of assisting students with special needs and accommodations, including testing procedures and proctoring.
- Psychology of students with various physical, psychological, and learning disabilities and functional limitations and challenges.
- Federal, state, and local laws, codes, and regulations regarding support of students and health care protocols, including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), and the Americans with Disabilities Act (ADA).
- Referral agencies, services, and departments on and off campus.
- Principles and techniques used in public relations.
- Basic mathematical concepts.
- Basic research methods and data analysis techniques.
- English usage, grammar, spelling, punctuation, and vocabulary, including proofreading.

Ability to:

- Provide specialized assistance, training, and information to students, District staff, and the public concerning student health care and accessibility services, functions, and resources.
- Serve as program liaison between students and District staff.
- Proctor and administer tests and exams for SAS students according to instructor guidelines.
- Enforce testing center policies and procedures and maintain a secure environment for test proctoring.
- Properly handle difficult, sensitive, and confidential situations and materials.

- Use sound judgment in recognizing scope of authority.
- Perform standard clinical procedures according to established protocols.
- Perform basic patient triage over the phone and in person, including first aid and CPR.
- Coordinate and perform a variety of medical clinic office services, including appointment scheduling and maintaining calendars.
- Practice safety, environmental, and infection control methods.
- Prepare narrative and statistical reports.
- Follow and conduct out-patient clinical and administrative procedures.
- Adapt to changing healthcare requirements and protocols.
- Code and maintain electronic medical records and insurance billing using current procedural terminology and International Classification of Diseases (ICD-9).
- Maintain sensitivity and implement reasonable accommodations to students with special needs and assist with establishing academic goals.
- Analyze problems, evaluate alternatives, and make sound recommendations.
- Work with and show sensitivity to a diverse student population from a wide range of ethnic, socio-economic, gender, sexuality, and accessibility backgrounds.
- Plan and organize work to meet changing priorities and deadlines with frequent interruptions and a high degree of public contact.
- Maintain current, accurate, confidential records, student medical charts and histories, and prepare reports.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including the District's Enterprise Resource Planning (ERP) system and those used in the health care and accessibility fields.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain confidentiality of information.
- Perform basic arithmetic operations.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Equivalent to completion of the twelfth grade or General Educational Development (GED) supplemented by college course work or training in a health care related industry.

Experience

- Two years of successful clerical experience in a public health, hospital, or health clinic setting.

License/Certificate - possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License.
- Basic Life Support certificate for health care providers, including CPR, AED, and obstructed airway.
- Bloodborne Pathogens Exposure Control Program Certificate.
- First Aid certificate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard college health clinic setting; risk of exposure to blood borne and/or other pathogens due to contact with fresh or dried blood or other body fluid; work with laboratory equipment and apparatus. Moderate exposure to risks controlled by safety precautions.

Physical: Primary functions require sufficient physical ability and mobility to work in a college health clinic setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office and health care related equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025